The Network Newsletter:
tackling social exclusion in libraries, museums, archives and galleries

Number 176, December 2015

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The Network's Website is at www.seapn.org.uk and includes information on courses, good practice, specific socially excluded groups, as well as the newsletter archive.

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Did you see …?

Museums Journal

The December issue[1] includes:

- Patrick Steel "Sector galvanised to tackle lack of diversity"[2], which announces that ACE will be publishing shortly the latest diversity figures for Major Partner Museums; and also refers back to the previous figures, published in July 2014[3], which show that "attempts to diversify board and management positions in particular have had little impact, while the number of staff from black, Asian and ethnic minorities (BAME) and museum workers with disabilities or long-term illness remain disproportionately low." [p7]
- "Is community engagement work at particular risk of being marginalised by funding cuts?" "The conversation", between Claire Coia and Rib Davis, in "Comment" section [p17]

Access …

The latest issue of *Access*[4] is a "Conference Special", published in Dec 2015, which provides summaries of the sessions at the Conference, including updates on the Public Libraries Task Force.

Broadsheet

The latest issue[5] has a number of interesting articles, including:

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[1] *Museums Journal*, Dec 2015. Further information at: http://www.museumsassociation.org/museums-journal.

[2] The article is available to MA members via the website.

[3] *Major partner museum national equality analysis investment round 2015-18*. ACE, 2014. Available to download as a pdf (203 kb) from: http://www.artscouncil.org.uk/media/uploads/pdf/National_Equality_Analysis_Major_partner_museums_2015_Etext.pdf.

[4] *Access: Journal of the Public and Mobile Libraries Group*, Conference Special, Dec 2015. Available to download as a pdf (2150 kb) from: http://info.cilip.org.uk/FS/2834/Documents/Access%20Conference%20Special%202015%20(v%202.3).pdf.

[5] *Broadsheet*, no.36, Dec 2015. Available to download as a pdf (6090 kb) from: http://www.scottisharchives.org.uk/broadsheet/issue36christmas.pdf.

- Douglas Roberts "Light the blue touch paper", which reports briefly on the Scottish Council on Archives training workshops which focused on 'Engaging Communities' [p3]
- Tristram Clarke "Family portrait: the Scots Italians 1890-1940", which highlights a new exhibition at National Records of Scotland, which runs until 29 January 2016 (closed 25 & 28 December, 1 & 4 January)[6] [pp8-9]
- Laura Stevens "Digitisation of mental healthcare archives: a Wellcome Trust funded project at the University of Glasgow", which announces this important new piece of work[7] [pp15-17].

Refer: Journal of the Information Services Group

The Refer website recently included as a blogpost an article from its Summer issue[8], Jonathan Cowley "Business support in public libraries".[9]

This looks at the Enterprising Libraries programme:

> "[…] a partnership between Arts Council England, the British Library and the Department for Communities and Local Government. The programme funded a number of projects where libraries used their role as community hubs to enhance local economic growth and improve social mobility."

The article focuses on the work in Haringey Library Service, and emphasises the equality and diversity elements:

"One of the core aims of the Enterprising Libraries project was to promote social inclusion and participation of diverse and disadvantaged groups. We aimed to help ethnic minorities and women (groups traditionally under-represented in business) to branch out into entrepreneurship. The results of the analysis of our feedback forms showed:

- The beneficiaries were almost three quarters female (74%)
- 71% of attendees described themselves as Black, Asian or other minority ethnic (BAME) compared with 40% in the general London population"

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[6] Further information about the exhibition at: http://www.nrscotland.gov.uk/news/2015/scots-italians-exhibition-at-nrs.

[7] There is further information about the project at: http://wellcomelibrary.org/collections/digital-collections/mental-healthcare#. "The Wellcome Library is contributing archives from its own collections to a joint project to digitise over 800,000 pages of archival material relating to psychiatric institutions, mental health organisations and individuals in the UK. The material dates from the 18th to the 20th centuries and includes: patient records such as registers and case notes; photographs; administrative documents; hospital staff data; artwork; and publications produced by patients and staff."

[8] *Refer* 31 (2) Summer 2015, see: https://referisg.wordpress.com/2015/06/21/business-support-in-public-libraries/.

[9] Source: *Public Libraries News*, 8 Sep 2015.

Tackling social and digital exclusion – Libraries, Museums, Archives and Cultural and Heritage Organisations

Future libraries: workshops summary and emerging insights

This report[10] from the Arup University:

> "… explores some of the key trends shaping the future of public, academic and corporate libraries. It outlines the implications on future design, operation and user experience; and suggests what we may expect to see, feel and do in the library of the future." [p5]

It is based on a series of collaborative workshops held in London, Melbourne, San Francisco and Sydney.

> "These were attended by a multitude of library stakeholders with backgrounds in the design, operation and management of libraries." [p7]

The report is a summary of the key issues discussed, which are then pulled together under four key themes:

- Participatory Knowledge Preservation
- Enabling Collaboration and Decision-making
- Hubs for Community Wellbeing
- Seamless Learning Experiences.

These are also illustrated with user stories and case studies.

This assessment concentrates on the last two points. In "Hubs for Community Wellbeing", the report puts a strong case for the community role of libraries (which is worth quoting here in full):

> "Libraries have a key role to play in community identity. They provide a connection to resources, knowledge and services in an egalitarian way. Many libraries will serve disadvantaged communities and they are central to providing equal access regardless of ethnicity, age, gender and sexuality. They are non-judgmental places, places to explore the world anonymously, privately and securely away from the pressures of the world outside. They are community hubs, to exchange ideas, to open minds and to provide shelter and companionship. Whilst the digital world moves at a fast pace and libraries support this connection; those who seek solace in the physical place are enriched by the opportunities a library, as a community hub, can provide. New design, functions and purpose of the physical space are inevitable, but what remains as a constant is the equal access for all and the opportunity to broaden ones' horizons." [p24]

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[10] *Future libraries: workshops summary and emerging insights.* Arup, 2015. Available to download as a pdf (5150 kb) from:
http://publications.arup.com/Publications/F/Future_Libraries.aspx.

The case studies are of the San Francisco Central Library Homeless Programme, and Ferguson Library's #whatlibrariesdo.

Each chapter also identifies "Emerging Trends" – here these are:

- Universal, Unbiased and Secure Access to Knowledge

- Culture and Services Hubs, including "… a growing trend towards the convergence of services related to community wellbeing in library spaces." [p28]

- Community Engagement, including: "Stakeholder engagement can help organisations find out what social and environmental issues matter the most, in order to improve decision-making and respond to a rising demand for localism and community ownership. Community-led design can be a powerful tool in seeking solutions to complex issues. It gives stakeholders a say in decision-making. As traditional libraries begin to change shape into digital or joint-use libraries, the ways of maintaining and developing local identity will need to be reconsidered. Engaging with local communities can help to catalyse this process. The use of social media for community engagement is also emerging: social platforms are being used by a large number of institutions to crowdsource spatial design solutions and information to create improved user experiences." [p28]

The chapter on "Seamless Learning Experiences" looks particularly at trends in learning towards personalised, lifelong (outside the classroom), mobile learning, for example:

"The majority of learning now occurs informally outside the classroom. A shift away from traditional spaces to e-learning can enable less resource heavy solutions, for example, they might require less physical space and minimise waste from printed materials. With this shift, the role of the library might evolve from one supporting learning to increasing learning opportunities facilitated by the library." [p34]

Finally, the report has a chapter, "Looking Forward". This also emphasises the community role of libraries:

"The role of libraries will significantly change in the coming years, driven by demographic changes, rising urban migration and technological advances. In the future, libraries will serve more culturally diverse and physically dense communities under the pressure of limited resources.

Integrating a wider range of public and commercial services in their offering will help libraries remain vital and relevant to their communities, especially in more isolated contexts. Physical interaction will remain a key demand of users, despite the opportunity for ubiquitous and constant information access offered by technology. Libraries indeed play a fundamental role in granting access to essential resources to those who do not have the means themselves. Furthermore, they provide an opportunity to practice and experiment with exclusive technologies.

Community engagement will help in developing services specifically targeted to users' demands and aspirations." [p37]

This focus throughout on the community roles that libraries can play – and will play in the future – is very welcome. Let's hope that full recognition is given to this important report.

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Esmée Fairbairn Collections Fund

The Museums Association announced[11] on 10 Dec 2015:

"The Esmée Fairbairn Collections Fund, designed to help with collections work outside the scope of an organisation's core resources and administered by the Museums Association (MA), has awarded £521,509 to six projects in its latest round.

National Museums Liverpool received £96,910 to research, understand and share stories from collections relating to transatlantic slavery and its legacy, and black social history.

The money will also go towards testing a model for working with community groups in Liverpool, Hull and London to care for and share collections held outside museums, involving a wide partnership of organisations including Bristol Museums Galleries and Archives and Anti-Slavery International.

Tower Museum, Derry, in partnership with the Museum of Free Derry, Libraries NI and Ulster University, received £96,462 to engage audiences with the Peter Moloney and Conflict Textiles Collections, supporting dialogue about conflict resolution and reconciliation.

Hackney Museum and Archives received £94,792 to research, document and share the photographic studio collection of photographer RA Gibson, working closely with local community members, connecting the memories of those photographed there with the collection, and developing heritage education and reminiscence resources.

The Research Centre for Museums and Galleries, University of Leicester, received £86,415 to use natural heritage collections to support active and successful ageing, working with several museums in the North West Museums Partnership, and a wide range of third sector partners including Age UK, the Eden Project, and The Wildlife Trusts.

Museums Sheffield received £83,530 to research and share collections and ideas relating to protest and activism in Sheffield.

And Newry and Mourne Museum in Northern Ireland received £61,400 to

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[11] See: http://www.museumsassociation.org/news/10122015-esmee-fairbairn-collections-fund?dm_i=2VBX,4R6W,27LU0M,DV2Z,1.

enhance public knowledge and long term engagement with the museum's performing arts collection."[12]

Tackling social and digital exclusion – Other Agencies

Hidden citizens …

This new report[13] from the Campaign to End Loneliness[14] looks at how we can identify and start to meet the needs of the most lonely older adults.

> "Demographic trends are placing increasing numbers of older people at risk of loneliness and social isolation, which is an established risk factor of morbidity and mortality. In recognition of the personal and societal costs of loneliness and social isolation there is an increasing interest, by policy makers, practitioners and charities to reduce loneliness and isolation. However, one of the barriers that service providers and policy makers face in delivering effective interventions is how to identify those experiencing or those most at risk of experiencing loneliness. To address this, the Hidden Citizens project, funded by the National Institute for Health Research (NIHR) School for Social Care Research (SSCR), explores current understandings of and approaches to identifying loneliness and aims to provide innovative insights into how policy makers and practitioners can improve their outreach.
>
> The Hidden Citizens project was conducted in two parts. First, a meta-review was conducted to explore the features of loneliness, its underlying mechanisms and how intervention programs identify and recruit their participants. The findings of the meta-review informed the second part of the project in which a number of interviews and focus groups with older people, service commissioners, service organisation CEO's, managers and practitioners were conducted.
>
> This report summarises the findings from these two parts of the Hidden Citizens project, which provide insights regarding the pathways into and out of loneliness and examples of how interventions and services identify the loneliest older adults. This report also contains specific recommendations for policy makers, service providers and service commissioners on how to improve services and service provision, and identifies avenues for future research to explore." [p3]

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[12] Source: Museums Association email updates, 16 Dec 2015.

[13] *Hidden citizens: how can we identify the most lonely older adults?* Campaign to End Loneliness/University of Kent, 2015. Available to download as a pdf (882.85 kb) from: http://www.campaigntoendloneliness.org/wp-content/uploads/CEL-Hidden-People-report-final.pdf.

[14] The Campaign to End Loneliness is "[…] a network of national, regional and local organisations and people working through community action, good practice, research and policy to create the right conditions to reduce loneliness in later life. We were launched in 2011, are led by five partner organisations, Age UK Oxfordshire, Independent Age, Manchester City Council, Royal Voluntary Service and Sense, and work alongside more than 2,000 supporters, all tackling loneliness in older age." [p38]

The recommendations are set out at three levels: the population, organisational and individual level.

Level 1: Identifying loneliness in a local population

This includes two main models of delivering this approach:

- Mapping risk factors at a local authority level, and
- Establishing a first contact schemes with a range of partners.

Level 2: Organisational strategies for identifying loneliness

This includes three recommendations:

- Adopting and/or building on word-of-mouth and other dissemination strategies to reach older people
- Organisations could review what services they have on offer for older people
- Any outreach or promotion should focus on 'business as usual' methods to identify people at risk – or currently experiencing loneliness. This can capitalise on existing resources and simply improve communication between different sectors and organisations, with the aim of reaching the people that are most in need of support.

Level 3: Talking to individuals about loneliness/Combining different strategies to identify loneliness

Finally, the report points towards the need for further research, especially:

- Building up our understanding of social identity processes
- Gathering individual case studies
- Developing ethnographic studies of neighbourhoods.

Useful background if we are thinking about trying to reach and/or developing outreach provision for isolated older adults.[15]

Disability issues – Other Agencies

Dementia friendly communities: supported learning and outreach with the deaf community

"There is strong evidence of a link between hearing loss and dementia. People with mild hearing loss have nearly twice the chance of going on to develop dementia as people without any hearing loss."[16]

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[15] Source: DWP Age Action Alliance *Weekly Members' News*, 14 Dec 2015.

This new report[17] from JRF "focuses on a programme of dementia awareness for deaf people which aimed to break down barriers people in the deaf community face in accessing dementia support."[18]

It outlines how the training was developed, highlighting good practice, and also raises a number of issues to be taken forward:

- "Face-to-face dementia awareness initiatives, delivered in British or Irish Sign Language (BSL/ISL) and in partnership with an organisation trusted by the Deaf community, are highly successful in engaging Deaf people, Deaf people with dementia, Deaf carers and carers of Deaf people.
- National and local organisations working with people with dementia or providing information and resources about dementia, need to ensure that they involve Deaf people, and organisations working with Deaf people, in the design and delivery of dementia awareness and dementia services for Deaf people.
- Film resources must include BSL/ISL, subtitles and voiceover.
- Deaf people need support services that are provided by, and for, Deaf people or by people with use of BSL/ ISL. Access to services provided for hearing people is not sufficient to meet their needs.
- With an ageing Deaf population, Deaf organisations must make dementia awareness a priority.
- Governments and Departments of Health should ensure that national strategies and policy initiatives provide better dementia diagnostic tools for Deaf people, as well as funding for access to work programmes and interpreters to support Deaf people." [p1]

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[16] Taken from: https://www.jrf.org.uk/report/dementia-friendly-communities-supported-learning-and-outreach-deaf-community?utm_medium=email&utm_campaign=JRF%20weekly%20round-up%20wc%207th%20December%202015&utm_content=JRF%20weekly%20round-up%20wc%207th%20December%202015+CID_9e6359e957fa5f493ddcc1e45ebf82cb&utm_source=Email%20marketing%20software&utm_term=Read%20this%20new%20Solutions%20paper%20focusing%20on%20a%20programme%20of%20dementia%20awareness%20for%20deaf%20people.

[17] Heather Lundy, Alice Johnston and Gwen Nisbet. *Dementia friendly communities: supported learning and outreach with the deaf community*. JRF, 2015. Available to download as a pdf (107.95 kb) from: https://www.jrf.org.uk/report/dementia-friendly-communities-supported-learning-and-outreach-deaf-community?utm_medium=email&utm_campaign=JRF%20weekly%20round-up%20wc%207th%20December%202015&utm_content=JRF%20weekly%20round-up%20wc%207th%20December%202015+CID_9e6359e957fa5f493ddcc1e45ebf82cb&utm_source=Email%20marketing%20software&utm_term=Read%20this%20new%20Solutions%20paper%20focusing%20on%20a%20programme%20of%20dementia%20awareness%20for%20deaf%20people.

[18] Also from: https://www.jrf.org.uk/report/dementia-friendly-communities-supported-learning-and-outreach-deaf-community?utm_medium=email&utm_campaign=JRF%20weekly%20round-up%20wc%207th%20December%202015&utm_content=JRF%20weekly%20round-up%20wc%207th%20December%202015+CID_9e6359e957fa5f493ddcc1e45ebf82cb&utm_source=Email%20marketing%20software&utm_term=Read%20this%20new%20Solutions%20paper%20focusing%20on%20a%20programme%20of%20dementia%20awareness%20for%20deaf%20people.

Very useful practical guide.[19]

Migration issues – Other Agencies

"£1 million Urgency Grant to fund social science research into migration crisis"

The ESRC announced[20] in Sept 2015 that it was:

> "[…] providing £1 million to support leading UK social scientists to conduct research with migrant and refugee populations who have entered Europe across the Mediterranean."

The eight funded projects are:

- **"Crossing the Mediterranean Sea by boat: Mapping and documenting migratory journeys and experiences"**

  "This project produces a timely and robust evidence base as grounds for informing policy interventions developed under emergency conditions. It does so by assessing the impact of such interventions on those that they affect most directly: refugees and migrants themselves."[21]

- **"Missing migrants and deaths at the EU's Mediterranean border: Humanitarian needs and state obligations"**

  "This project seeks to generate data that can enable the authorities to prioritise a systematic approach to the collection of information from both migrant bodies found in the EU and from the families of missing migrants, such that bodies can be identified and families informed of deaths. The project will permit policy to be driven by an understanding of the needs of families of dead and missing migrants."[22]

- **"Transitory lives: An anthropological research of the migration crisis in the Mediterranean"**

  "Investigating the management of migration emergencies in the critically affected regions of south Italy and the eastern Aegean islands, this study aims to document and understand migrant subjectivities and motives

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[19] Source: JRF *Weekly round-up*, 7 Dec 2015.

[20] Sources: *Society Now*, 23, Autumn 2015, p31 (see: http://www.esrc.ac.uk/news-events-and-publications/publications/magazines-and-newsletters/society-now-magazine/); and press release: http://www.esrc.ac.uk/news-events-and-publications/news/news-items/1-million-urgency-grant-to-fund-social-science-research-into-migration-crisis/.

[21] Runs Sept 2015-Aug 2017. Further information at: http://gtr.rcuk.ac.uk/projects?ref=ES/N013646/1.

[22] Runs Sept 2015-Sept 2016. Further information at: https://www.york.ac.uk/cahr/news/2015/robins-esrc-grant/.

behind high-risk irregular migration, to identify potential gaps in reception structures and to assess the effects of migration on receiving communities."[23]

- **"Transcapes: transient populations transforming the European political space"**

  "As an unprecedented flow of refugees and migrants makes its way through the European continent, the Transcapes project aspires to move away from both a victimisation and criminalisation of this flow, asking how these transient populations challenge and rapidly transform the European political space instead."[24]

- **"Unravelling the Mediterranean migration crisis (MEDMIG)"**

  "The research aims to better understand the dynamics of migration in the Mediterranean region by providing the first large-scale, systematic and comparative study of the backgrounds, experiences, aspirations and routes of migrants in four European countries (Italy, Greece, Malta and Turkey) gathered from 550 migrants who have recently arrived and 100 stakeholders."[25]

- **"EVI-MED - Constructing an evidence base of contemporary Mediterranean migrations"**

  "This project will collate statistics from across search and rescue organisations as well as national and European bodies, to track and map migrant flows and reception systems across the Mediterranean. It will also include a survey of more than 750 individual migrants across Sicily, Greece and Malta, providing an insight into profiles, routes, experiences and migration plans."[26]

- **"Precarious trajectories: Understanding the human cost of the migrant crisis in the central Mediterranean"**

  "This project will provide a rigorous, evidence based account of the human cost of the current Mediterranean emergency, looking at the complex migration trajectories; how different state and non-state actors can add or reduce friction to the mobility of migrants; and how conventional governmental and media representations can be qualified

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[23] Runs Sept 2015-Jan 2017. Further information at: http://gtr.rcuk.ac.uk/projects?ref=ES/N013727/1.
[24] Runs Sept 2015-May 2017. Further information at: http://gtr.rcuk.ac.uk/projects?ref=ES/N013700/1.
[25] Runs Sept 2015-Aug 2016. Further information at: http://www.birmingham.ac.uk/schools/social-policy/departments/social-policy-social-work/research/projects/2015/unravelling-the-mediterranean-crisis.aspx.
[26] Runs Sept 2015-Mar 2017. Further information at: http://gtr.rcuk.ac.uk/projects?ref=ES/N013638/1.

or challenged by giving voice to migrants as knowledge bearing subjects."[27]

- **"Documenting the humanitarian migration crisis in the Mediterranean"**

"We know little about the experiences and journeys of migrants, especially in light of migration management strategies; this project will answer key questions such as who are the migrants?; how do they make their journeys?; where do they seek to go?; what family connections do they have?; how are they governed along the way? It will involve the development of a database that offers a comprehensive quantitative and qualitative picture of migrants and the ways in which they are governed en route."[28]

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Looked-after children & young people issues – Libraries, Museums, Archives and Cultural and Heritage Organisations

Valuing participation …

This report[29] has been produced as part of the Understanding Everyday Participation – Articulating Cultural Values project[30].

It looks at how young people who have grown up in care participate, on the basis that:

"'Participation' is at the centre of the debate about wellbeing." [p4]

The core finding – which has implications for any work that we undertake with young people in care – is that:

"We found that different types of participation are valued differently by carers, representatives of corporate parents, and young people in care themselves. Following this we found that the 'everyday participation' and preferences of young people in care are often overlooked. And yet our findings suggest that where facilitation is embedded and related to the everyday interests and activities of the young person there is an increased likelihood of engagement and participation leading to the

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[27] Runs Sept 2015-Sept 2016. Further information at: https://www.york.ac.uk/news-and-events/news/2015/research/esrc-urgent-project-funding/.

[28] Runs Sept 2015-Sept 2016. Further information at: http://gtr.rcuk.ac.uk/projects?ref=ES/N013719/1.

[29] Lisanne Gibson and Delyth Edwards. *Valuing participation: the cultural and everyday activities of young people in care*. University of Leicester School of Museum Studies, 2015. Available to download as a pdf (2600 kb) from: http://www.everydayparticipation.org/wp-content/uploads/2015/10/Valuing-Facilitated-Participation.pdf.

[30] "Understanding Everyday Participation – Articulating Cultural Values (UEP) is funded by the Arts and Humanities Research Council as part of their Connected Communities: Communities, Culture and Creative Economies programme." [p2]

established benefits of participation for wellbeing and personal development." [p4]

The report makes policy and practice recommendations, including:

"More provision to support young people in care's participation in cultural activities both facilitated and everyday (opportunities exist through the corporate parents culture and leisure services or through the Pupil Premium Plus fund, for instance) is needed. More specific pathways for the support and engagement of foster carers with the variety of culture and leisure service activities would increase the take up of cultural activities beyond those activities directly facilitated and, perhaps, positively affect the impact of those activities undertaken." [p5]

"Policies outlining the participation needs of young people could include a requirement to acknowledge everyday participation in ways that value the choices young people make regarding their everyday activities, for instance:

- through recognising informal 'everyday' interests in the young person's care plan;
- better balancing concerns about safe guarding with an understanding of the positive gains of participation; and,
- supporting continued participation across boroughs and local authorities." [p5]

This is an important report in terms of how we think about organising activities, and via whom; as it says:

"This report clearly shows that 'everyday participation' can be a way young people in care adjust to their experiences of living in and out of care, living between different places, values, value systems and identities. The challenge is to find structures which support and better understand the values of this participation.

Facilitators agree that the social, cultural, physical and emotional values attached to certain kinds of activities are beneficial to young people in care, in the present and later on in life. However, what becomes a point of contention is when the value of one activity takes precedence over another and whether this is in fact in the best interests for the young person at that particular time. The 'scheduling' of activities according to value can at times disrupt everyday life. In addition, little seems to be known by the corporate parent of the young person's participation as it exists outside of their facilitated activities. This report suggests that knowing the value of participation facilitated by foster carers, [Independent Visitors] and the young person's own everyday participation would help develop programmes that could be of more cultural, social and emotional benefit to young people. Carers and [Independent Visitors] revealed that when a young person comes into their care, they do not inherit any information about the young person's leisure interests. Collecting and sharing such information about the interests of young

people during their stay in care with those directly looking after them seems important, but yet this is not happening." [p20][31]

Abbreviations and acronyms

ACE = Arts Council England
BAME = Black, Asian and Minority Ethnic
DWP = Department for Work and Pension
ESRC = Economic and Social Research Council
JRF = Joseph Rowntree Foundation

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[31] Source: email from Lisanne Gibson and Delyth Edwards to LAC@JISCMAIL.AC.UK, 30 Oct 2015.